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MEMORANDUM FOR: Director, Office of Training and Education

FROM:
Chief, Career Management Staff

SUBJECT: Training for Overseas Secretaries/Clericals

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1. When the new Secretarial Career Service is approved with mandatory training requirements for movement within levels and from one level to another, the Office of Training and Education's (OTE) Secretarial Training Branch will be extremely busy developing new courses, training new personnel, and teaching increased runnings of existing clerical courses. There will be a great deal of pressure on your staff to do a lot and do it quickly. During this process, we do not want to lose sight of one of the Directorate of Operation's most valuable resources - the overseas secretaries - who may not be able to return to Headquarters for training. The training course that OTE recently ran was extremely useful, well received and should continue to be taught in the field. This course could be used to give overseas secretaries credit for Time and Stress Management, Getting your Ideas Across and Employee Development. However, this course cannot satisfy all the mandatory secretarial training requirements. Even if OTE had the resources to send more instructors to the field for training, they could not possibly teach every mandatory course or train all field secretaries. We could, of course, exempt our field secretaries from some training courses, but we will not do this. I believe our secretaries should have training courses in the field, supplemented with self-study videocassettes and, sometime in the future, computer-based training for those field stations with the CRAFT

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system. This self-study program would ensure that our field secretaries have the same training opportunities and growth possibilities as our Headquarters secretaries.

2. Some of the courses which could be videotaped are:

Role of the Secretary in an Automated Office
Time Management
Employee Development Course
Stress Management
Essentials of Writing
Geography
Proofreading
Language
Effective Oral Presentation
Getting your Ideas Across
Supervisory Skills
Management Skills
Women in the Work Force
Leadership Styles and Behavior
Field Admin (Class B Accounting, Logistics)

25X1

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Introduction to Intelligence Reporting

25X1

Reports Officers Course

3. We could make UNCLASSIFIED tapes of the above courses by taping the OTE instructors or purchasing commercially-available tapes on these subjects. If we start working on these now, we could have most of them completed and ready for pouching overseas to coincide with the implementation of the Secretarial Career Service.

4. One suggestion for the extra slots that will come your way for the new Secretarial Career Service would be to take two or three DO senior secretaries/clericals on a rotational basis

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to help with the developing, taping, ordering, purchasing, pouching, etc., of the self-study training courses and to assist with teaching the overseas courses. As you decide how to best utilize your resources, please let me know how we can help.

